



4 Early Intervention Steps

to assist team members in mitigating poor psychological health and wellbeing outcomes

Step 1 – Recognition

Recognise early warning signs

Physical symptoms Tiredness, headaches

Emotional responses Sadness, anxiety, depression, stress

Behavioural changes Erratic or irrational behaviour, low morale, increased unplanned absences, excessive working hours, deteriorating work performance

Disturbances in the workplace Increased conflict including complaints from other team members, unusual fixations with equity, fair treatment and grievance procedures, unsubstantiated and repeated complaints of lack of management

Step 2 – Response

Provide early support

Talk to your team member Listen to their concerns, stay in contact with them, keep conversations confidential, and maintain secure, confidential records

Offer them support Ask what support they need. Suggest they, and their family, seek support from the Employee Assistance Program (EAP) and their medical practitioner, if necessary

Explain relevant processes If they are seeking workers compensation, explain the process of incident reporting and contact your Health Safety and Environment (HSE) team for support

Seek advice Ask Culture and Performance (C&P) or HSE how you can best handle your team member's concerns, how to communicate the situation to other team members, and if there are policy provisions you need to consider

Seek support Contact the EAP Manager Support Hotline and your own line manager for additional support

Inform relevant people Inform your next level manager and keep the issues confidential. Contact your local HSE or C&P team immediately if you are concerned about the safety or wellbeing of your team member



For more information please contact your Aspen Medical HSE coordinator.

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Step 3 – Assessment Planning

Develop and agree on a plan

Seek support Talk to C&P and HSE to establish a plan of action to support the team member

Assess issues and potential solutions Arrange and participate in case meetings or mediation to clarify issues and possible solutions

Plan a solution Consider workplace-based solutions such as work/life balance opportunities or, if necessary, redeployment

Involve your team member Encourage them to participate and co-own job-related decisions and provide time for them to attend meetings or visit the EAP

Step 4 – Recovery Resolution

Keep your team member safe and productive

Provide ongoing support You may need to provide rehabilitation support, access to therapeutic interventions, flexible working arrangements, reasonable adjustments to workplace or an alternative workplace, continued monitoring and support

Monitor recovery Your team member may fully recover to part-time or full-time work or may not recover and experience a psychological injury

Don't be afraid to ask **R U OK?**

or to tell your manager, colleague or friend **U R not OK!**

Employee Assistance Program

The EAP is an independent confidential service provided free of charge to assist you and or your immediate family with personal or work-related issues

Manager Support Program

The EAP also provides a free 24/7 Manager Support Program to assist managers with people management and support scenarios

 Freecall 1800 808 374  If overseas +61 7 3211 8919



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